

# Diversity, Inclusion and Equity Policy



## Our caring culture: people, purpose and principles

At TELUS International, we believe our unique caring culture, focused on our people, purpose and principles, is our most valuable asset and competitive differentiator. How we treat our team members around the world – hiring, motivating, and promoting based on team engagement, giving back and a commitment to excellence – inspires how they treat our clients' and their customers. This is what drives our exceptional financial results, year after year.

Treating people, the planet and profits with care – this is our commitment.

The Diversity, Inclusion and Equity Policy applies to all TELUS International team members, contractors, agents and representatives when they act on behalf of TELUS International.

# TELUS International Diversity, Inclusion and Equity Policy

- **Diversity:** The quality of being different or unique as an individual or group. This includes but is not limited to sex (including pregnancy, breastfeeding or related medical conditions), race, religion (including religious dress and grooming practices), protected hairstyles, color, gender (including gender identity, gender expression and transgender individuals who are transitioning, have transitioned, or are perceived to be transitioning to the gender with which they identify), national origin (including language use restrictions), ancestry, physical or mental disability under the Americans with Disabilities Act, medical condition (including AIDS and HIV), genetic information, marital status, registered domestic partner status, age, sexual orientation, military and veteran status, union membership, political affiliation and any other characteristic which makes our team members unique.
- **Inclusion:** The practice of ensuring that people feel a sense of belonging in the workplace. This means that every team member feels comfortable and supported by the organization when it comes to being their authentic selves.
- **Equity:** The purpose of employment equity is to achieve equality in the workplace so that no person shall be denied employment opportunities or benefits for reasons unrelated to ability or performance.

## Treating each other with respect

The TELUS International values govern our approach to our caring culture:

- We embrace change and initiate opportunity.
- We have a passion for growth.
- We believe in spirited teamwork.
- We have the courage to innovate.

As a leading digital customer experience (CX) innovator, we value a culture of inclusion, dignity and respect and believe in honoring and celebrating the diversity of our team, our customers, our suppliers and our communities around the world.

We are committed to a safe, engaged, inclusive, and equitable workplace where all team members, whatever their diversity characteristics that make our team members unique, are valued for their authentic selves. TELUS International strives to ensure that the diversity of our workforce is visible at every level of the organization and in every business unit.

TELUS International takes a holistic approach to diversity, inclusion and equity. The TELUS International team's commitment to diversity guides (but is not limited to) our practices and policies on:

- (1) recruitment and selection
- (2) compensation and benefits
- (3) professional development and training
- (4) promotions, transfers, layoffs and terminations and
- (5) the ongoing reinforcement of our TELUS

International values and development of a respectful workplace culture.

All team members of TELUS International have a responsibility to respect diversity and treat others with dignity and respect at all times and ensure that diversity is recognized as a business interest, within every level of the organization. Further to the [TELUS International Code of Conduct and Ethics](#), team members are expected to exhibit conduct that reflects inclusion during work, at work and at all company-sponsored and participative events.

All employees are also required to attend and complete respectful workplace and integrity training to enhance their knowledge to fulfill this responsibility. The 30 minute mandatory training course helps team members make sound decisions that align with TELUS International values, while providing information and resources should team members find themselves in a challenging situation.

Team members who believe they have been subjected to any kind of non-inclusive or unfair treatment which may be a violation of the Respectful Workplace Policy are encouraged to immediately consult their Human Resources prime, the [Ethics Line](#) (1-888-265-4112), or submit a Respectful Workplace Incident Form. Any team member found to be in contravention of TELUS International policies, including this TELUS International Diversity, Inclusion and Equity Policy, may face disciplinary action up to and including separation of employment.

Retaliation is prohibited against any team member exercising their rights under this policy and applicable law.

TELUS International has long believed in the importance of pay equity and has always been committed to equal pay for equal work. Male and female team members doing similar work with similar expertise are paid equally. The same can be said for those of diverse ethnic, religious, and cultural backgrounds.

The TELUS International Diversity, Inclusion and Equity Policy is updated annually. It is posted on the TELUS International web site and is shared extensively internally (including on our Intranet site) and with customers, vendors and stakeholders.



## How TELUS International team members bring the policy to life

### Hiring, motivating and promoting diverse groups of team members

TELUS International is an equal opportunity employer. In order to provide equal employment and advancement opportunities to all individuals, employment decisions are based on merit, qualifications, and abilities.

At TELUS International, we are proud to share that as of the end of 2021:

- 30% Board roles held by women
- 38% of executive officer positions held by women
- 42% of managers and up are women
- 48% of workforce are women
- 49% of new hires were referrals, a testament to our caring culture
- Recognized as Mogul's Top 100 Workplaces With The Best Diversity and Inclusion Initiatives for 2021
- Named a winner of the 2021 Achievers 50 Most Engaged Workplaces Award
- For the fifth consecutive year, named on the Global Outsourcing 100 list for 2021
- Full list of diversity, customer service, culture and giving back awards available here: [www.telusinternational.com/about/awards](https://www.telusinternational.com/about/awards)

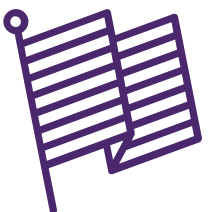
### Corporate Social Responsibility and Diversity, Inclusion and Equity

TELUS International also sponsors team member resource groups and corporate social responsibility ("CSR") initiatives dedicated to fostering a diverse and inclusive work environment consistent with TELUS International's values, business practices and objectives. These initiatives provide cultural expertise to TELUS International's team members, contractors, customers, and suppliers which build leadership effectiveness based on respect and tolerance, enhance personal and professional development, and facilitate relationships within our geographically diverse and multicultural organization as well as within our broader communities. Currently, some of the groups and CSR initiatives include the following:



#### • Connections - women's network

Connections is the global women's network of TELUS International, a program that seeks to create an inclusive community and connect the needs and interests of women in the company while supporting their professional and personal development. Thousands of women at TELUS International plan and attend events, participate in professional development, support parents in the workplace and foster a spirit of success at home and in the workplace.



#### • Spectrum - LGBT2QA

We believe in the power and happiness that comes from bringing your true self to work every day. As a result, we are proud to support Spectrum - our resource group for lesbian, gay, bisexual, transgender, two-spirited, queer and allied (LGBT2QA) team members - with a vision of creating a more diverse and inclusive work environment at TELUS International.

- **Focused on training and recruiting youth and young women**

HOPE is an 8 to 10-month life-changing program in Guatemala and El Salvador, designed to assist primarily youth and young women by teaching English and job skills while they receive a living allowance, computer equipment and supplies from TELUS International. At the end of the program, students who qualify are given fulfilling roles in the company, enabling them to support themselves and their families. The program in turn provides TELUS International with a pipeline of high-performing team members (more than half of participants who are hired go on to receive 'top performer' recognition, with a third being promoted in the first year). The program started in 2012 in Guatemala, then it was extended to El Salvador in 2015. To date, we have trained 300 high school graduates from public schools, of which 174 have obtained a job position at TELUS International. The program consists of intensive English language classes (40 hours per week, during 12 months), certification in Customer Service Skills, and psycho-emotional group and individual support.



- **Providing people with (visible and invisible) disabilities support**

The **Inclusion Program for the Hearing Impaired** at TELUS International has been running for several years in Central America, in partnership with the Guatemalan Hearing Impaired Association, to encourage people with hearing disabilities to apply to work with us.



Through our five TELUS International Community Boards, we regularly support charities that provide essential assistance to people with different abilities, then often continue the relationship moving forward with team member volunteer and donation opportunities. For example, in 2020, the TELUS International Community Board Foundation in Bulgaria helped to create the innovative 'Adapted Digital Educational Platform', by funding the **JAMBA**'s project. The platform helps people with different abilities upgrade their skills and conquer new horizons in their careers. In 2021, we further supported the 'The HUB of Possibilities', a career center that caters to people who are visually impaired, hard of hearing and physically

challenged, incorporating different functionalities including sign language interpretation. Furthermore, TELUS International Bulgaria donated the IT equipment and furniture needed for the center work and training. Over a year, 1,215 young people with different abilities have been trained in seven different courses, including introductory training for Quality Assurance, Data Annotation and English. Almost 900 students took part in the online training, and an additional 325 young people were trained through the recordings of the learning sessions. After completing a course on the platform, over 30% of those who successfully completed the courses and received a qualification certificate found jobs.

## Listening and learning from one another to drive engagement

### • Annual anonymous team member survey

Each year, a third party administers a Pulsecheck survey that presents all team members with an opportunity to share honest and confidential feedback about how our company can continue to support and enhance our caring culture. In return, Pulsecheck gives us an overall engagement score and the insights needed to create action plans for continuous improvement locally and globally. In 2021, TELUS International scored 80 per cent, which once again places TELUS International as a global leader.

Over the past 10 years, the feedback and ideas gathered through Pulsecheck have helped us shape our work environment into a company and culture that we are proud of. Last year in particular and barely seven months into the pandemic, team member feedback enabled us to garner a better understanding about how to support our team as they navigated these unprecedented times. As a result of feedback, we hosted more social events virtually, encouraged leaders to check in regularly with their teams and to recognize small wins in the ways most appreciated by our teams. We also shared information on how to work effectively from home, featuring advice on office set up, clear log off times, making time to connect with team mates, prioritizing mental and physical health, and ways to leverage the advantages of working from home.

### • Connecting across various roles

Once a year for the last eight years, TELUS International leaders have met with frontline team members for meaningful, genuine opportunities to connect with one another and share ideas through one on one sessions and focus group discussions. Heroes Day provides invaluable feedback on how we can improve our processes, procedures and prioritize putting customers first.

